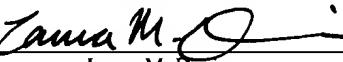


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:)
Ronald A. Linyard et al.) Group Art Unit: 2152
Application No.: 09/876,788) Examiner: Philip C. Lee
Confirmation No.: 9002) Atty. Docket No: ADE014001
Filed: June 6, 2001) Date: November 28, 2006
For: Method and System for Providing Electronic)
User Assistance)

Certificate of Mailing

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on November 28, 2006.

Signed: 
Laura M. Davis

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir or Madam:

Applicants submit this paper in response to the non-final office action mailed August 11, 2006. A response to the office action was due on November 11, 2006. Accordingly, Applicants hereby petition for a one-month extension of the period for response. Applicants request reconsideration of the subject application in light of the following:

Amendments to the claims are reflected in the Listing of Claims, which begins on page 2 of this paper.

Interview Summary, which begins on page 9 of this paper.

Remarks/Arguments, which begin on page 10 of this paper.